

August 6, 2008

«ProviderName»
«AddressLine1»
«AddressLine2»
«City», «State» «Zp»

RE: State Fiscal Year (SFY) 2009 Quality Improvement Incentives

Dear Administrator:

The following is an introduction to the new SFY 2009 Quality Improvement Incentives. These are currently proposed programs and are pending CMS approval of our State Plan amendment. Once we receive word from CMS that the amendment is approved or denied, we will update our website and send out an email.

Quality Improvement Incentive (A.K.A. QII 1)

In setting the nursing home rates for SFY 2009, an amount of \$1,000,000 (still pending CMS approval) was held in reserve for a Quality Improvement Incentive (A.K.A. QII 1). The qualifications for this incentive are similar to last year with the addition of an “employee satisfaction program.” You will need to describe your program and give an example of how the employees have benefited from the program.

In order to receive the quality incentive payment, you need to ensure that we receive your application form and all supporting documentation no later than June 8, 2009. Failure to include all required supporting documentation precludes a facility from qualification.

Facilities should not delay in arranging for the required third-party customer satisfaction surveys **in each quarter of the incentive period**, etc. As a point of clarification on the surveys, a survey covering the entire quarter is not required; rather surveys need to be completed at some point in the quarter. Please be sure that your surveys are done in a timely manner to qualify.

If we do not **receive** a completed application along with needed supporting documentation by June 8, 2009 your facility will be omitted from the incentive payment calculation.

Facilities should not wait for the deadline to submit their **completed** applications. Rather, as soon as all required information is available (e.g., once the SFY 4th quarter survey is completed) the facility should submit its application.

Quality Improvement Incentives 2-4

In addition to the abovementioned incentive program, in setting the nursing home rates for SFY 2009, an additional amount of \$4,275,900 (still pending CMS approval) was held in reserve for three new Quality Improvement Incentives. These three new programs are for SFY09 only and are in addition to the historical QI Incentive program. These new programs are:

1. Purchase or enhance nurse call systems. (A.K.A. QII 2) – Must be compliant with “Guidelines for Design and Construction of Nursing Facilities”, must not use overhead paging, calls must be distinct from regular staff call system and only turn off at the resident’s location, must activate an annunciator panel at the staff work or other area, must activate a visual signal in the corridor or activate a staff pager indicating the recipient’s name or room location.
2. Purchase new patient lift systems. (A.K.A. QII 3) – Must purchase at least one new normal duty patient lift capable of lifting 450 pounds and one new heavy duty patient lift capable of lifting 1,000 pounds, **or** two new heavy duty patient lifts capable of lifting 1,000 pounds.
3. Purchase new patient bathing systems. (A.K.A. QII 4) – Must purchase at least one new side-entry bathing system allowing the resident to enter the bathing system without having to step over or be lifted into the bathing area.

Detailed requirements for qualification under these new QI Incentive programs, along with potential payout amounts, can be had by downloading the application forms from our website. That website address is <http://health.utah.gov/medicaid/stplan/longtermcare.htm>.

Additional information may be found in the associated Rule R414-504-4.
(<http://www.rules.utah.gov/publicat/code/r414/r414-504.htm> -- be sure it is the updated version)

Following are a few key items to ponder when submitting your applications for consideration:

1. Has the facility met all of the requirements of the specific incentive program?
2. Does the facility have all appropriate supporting documentation for the application?
 - a. Proof of purchase/lease as well as proof of payment?
3. **Is the supporting documentation presented in an organized, clear and concise manner?**
4. Is the application going to be **RECEIVED** in time?
5. If the application is missing supporting documentation and the deadline of June 8, 2008 has past, then the facility will not, or at least, will not fully qualify. (Please plan ahead.)

Facilities failing to submit their completed application(s) along with all needed supporting documentation by the required date, June 8, 2009, will not be considered for the incentive payment calculation. Please note that a postmark is not sufficient, all documentation must be physically received by June 8, 2009.

Facilities should not wait for the deadline to submit their **completed** applications. Rather, as soon as all required information is available the facility should submit its applications and supporting documentation. Further, each of the incentive programs is separate, so please submit individual applications and supporting documentation as they are completed.

Should you have questions, please do not hesitate to contact me. Thank you for your attention to this matter. We hope that these programs will be of great value to your facility.

Sincerely,



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